

**DEPARTMENT OF JUSTICE
DIVISION OF LAW ENFORCEMENT
BUREAU OF FIREARMS
Disposition Resolution Unit**

JOB TITLE: Program Technician III

STATEMENT OF DUTIES: Under the general direction of the Crime Analyst Supervisor (CAS) for the Disposition Resolution Team, the Program Technician (PT) III analyzes and interprets criminal history documents and resolves all complex errors or omissions prior to submission for entry into the Automated Criminal History System (ACHS). The PT III will request missing arrest and court disposition information to comply with legal requirements for firearms and ammunition eligibility purposes. They will provide priority handling of arrest and disposition information needed to comply with legal requirements, review documents to determine their validity, identify any additional problems, and employ the most efficient method of resolution. Further duties include interpreting manual and automated criminal history records and related source documents, corresponding with criminal justice agencies by U.S. mail, telephone, and fax, and providing training to new and current employees.

SUPERVISION RECEIVED: Directly supervised by the CAS.

SUPERVISION EXERCISED: None.

TYPICAL PHYSICAL DEMANDS: Ability to sit, type, rotate, and work at a computer workstation for up to a minimum of eight hours a day in order to prepare work assignments. Ability to lift and move items weighing up to 20 pounds.

TYPICAL WORKING CONDITIONS: Work in an open work area and smoke-free environment. Must work core business hours of 8:00 a.m. to 5:00 p.m., Monday through Friday. Based on operational needs, the PT III may on occasion be required to work overtime, weekends, and holidays, and may not be allowed to take off time during the months of November through January.

ESSENTIAL FUNCTIONS:

- 40% Obtains missing arrest and court disposition information to comply with legal requirements for firearm and ammunition eligibility purposes. Determines the most efficient method of resolution by utilizing in-house resources, directly accessing the requested information through law enforcement agencies' case management systems, or requesting information via telephone, fax, e-mail, or U.S. mail.
- 40% Reviews documents and works with various criminal justice agencies to determine the validity of information. Identifies and resolves any inconsistencies with criminal history entries or discrepancies with personal identifiers on criminal records. Acts as an expert for interpretation of manual and automated criminal history records, court filings, disposition terminology, sentencing information, and related source documents. Refers to firearms laws and references prohibition guidelines prior to requesting information from law enforcement agencies. Independently works on sensitive and detailed case information.
- 20% Conducts formal on the job training for new and current employees, reviews trainees' work for accuracy, and provides feedback. Works on various projects and other duties as required.

I have read and understand the essential functions and typical physical demands required of this job (please check one of the boxes below regarding a Reasonable Accommodation):

- I am able to complete the essential functions and typical physical demands of the job without a need for a reasonable accommodation.
- I am able to complete the essential functions and typical physical demands of the job, but will require a reasonable accommodation. I will discuss my reasonable accommodation request with my supervisor.
- I am unable to perform one or more of the essential functions and typical physical demands of the job, even with a reasonable accommodation.
- I am not sure that I will be able to perform one or more of the essential functions and typical physical demands of the job, and will discuss the functional limitations I have with my supervisor.

Employee Signature

Date

Supervisor Signature

Date

**DEPARTMENT OF JUSTICE
DIVISION OF LAW ENFORCEMENT
BUREAU OF FIREARMS
Disposition Resolution Unit**

JOB TITLE: Program Technician II

STATEMENT OF DUTIES: Under the direct supervision of the Crime Analyst Supervisor (CAS) for the Disposition Resolution Team, the Program Technician (PT) II is responsible for tasks associated with the processing of documents and/or other firearm related applications which have been identified to criminal history records and/or other firearm prohibition files. Duties also include, but are not limited to, contacting all levels of criminal justice agency facilities by telephone, facsimile, e-mail, and correspondence to obtain and/or clarify arrest disposition information for prospective firearms purchasers. Prepare disposition contact forms; maintain files; answer phones, operate office equipment, and assist with mail outs.

SUPERVISION RECEIVED: Directly supervised by the CAS.

SUPERVISION EXERCISED: None.

TYPICAL PHYSICAL DEMANDS: Ability to sit, type, rotate, and work at a computer workstation for up to eight hours a day in order to prepare work assignments. Ability to lift and move items weighing up to 20 pounds.

TYPICAL WORKING CONDITIONS: Work in an open work area and smoke-free environment. Based on operational needs, the PT II may on occasion be required to work overtime, weekends, and holidays, and may not be allowed to take off time during the months of November through January.

ESSENTIAL FUNCTIONS:

- 40% Contact all levels of criminal justice agencies (Police, Sheriff, District Attorney, and Courts) facilities by telephone, facsimile, e-mail, and correspondence to obtain and/or clarify arrest disposition information for prospective firearm purchasers identified to department criminal history records.
- 40% Prepare disposition contact forms on records identified as needing disposition clarification.
- 20% Maintain updated registry of telephone numbers and addresses for all levels of criminal justice agencies. Assist with maintenance of incoming and outgoing requests for arrest disposition information and other duties as required.

I have read and understand the essential functions and typical physical demands required of this job (please check one of the boxes below regarding a Reasonable Accommodation):

- I am able to complete the essential functions and typical physical demands of the job without a need for a reasonable accommodation.
- I am able to complete the essential functions and typical physical demands of the job, but will require a reasonable accommodation. I will discuss my reasonable accommodation request with my supervisor.
- I am unable to perform one or more of the essential functions and typical physical demands of the job, even with a reasonable accommodation.
- I am not sure that I will be able to perform one or more of the essential functions and typical physical demands of the job, and will discuss the functional limitations I have with my supervisor.

Employee Signature

Date

Supervisor Signature

Date